

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, Sacramento, California 95814



December 15, 2005

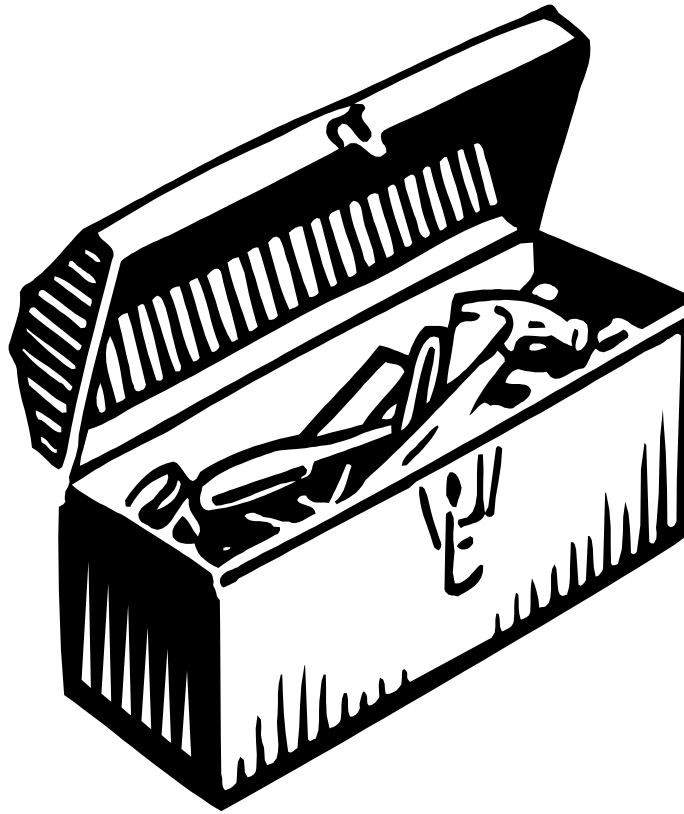
TO: IN-HOME SUPPORTIVE SERVICES (IHSS) HOURLY TASK GUIDELINES  
WORKGROUP PARTICIPANTS AND IHSS STAKEHOLDERS

FROM: BRIAN KOEPP, Bureau Chief, Quality Assurance Bureau

SUBJECT: IHSS HOURLY TASK GUIDELINES

The following hourly task guideline task tools reflect time per task ranges based on  
all IHSS case data:

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
HOURLY TASK GUIDELINES TASK TOOLS**



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## MEAL PREPARATION (COOKING)

### Definition of the Task

Preparation of meals includes such tasks as planning menus; removing food from refrigerator or pantry; washing/drying hands before and after meal preparation, washing, peeling, and slicing vegetables; opening packages, cans, and bags, measuring, mixing ingredients; lifting pots and pans; reheating food, cooking, and safely operating stove; setting the table; serving the meals; and cutting the food into bite-size pieces.

### Things to consider for all:

- What can the consumer do safely?
- What does the consumer usually eat for breakfast, lunch, dinner, and snacks? What is the amount of time need to prepare each meal?
- Would the consumer prefer to eat other types of meals (i.e., more hot meals)?
- What meal preparation tasks can the consumer do safely?
- What does the consumer eat on days that the provider does not work? (Does the provider prepare food to leave for consumer on days when the provider does not work?)
- Universal precautions when indicated.

### More or less time may be assessed if: *(Examples of Exceptions)*

*The examples below are illustrative, and not exhaustive.*

- Meals must be pureed or cut into bite-sized pieces.
- There are special dietary requirements that call for longer preparation times or preparation of more frequent meals.

RANGES		
RANK	LOW	HIGH
Rank 2	3.02	7.00
Rank 3	3.50	7.00
Rank 4	5.25	7.00
Rank 5	7.00	7.00

ASSESSED TIME FOR TASK: \_\_\_\_\_ EXCEPTION(S) \_\_\_\_YES \_\_\_\_NO



## MEAL CLEANUP

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### Definition of the Task

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Washing, rinsing, drying, dishes, pots, pans, utensils, and culinary appliances; loading and unloading dishwasher; and putting away dishes, pots, pans, and utensils; storing/putting away leftover foods/liquids; and washing/drying hands.

**Note:** This does not include the cleaning of the refrigerator, counters, oven, or stove as these IHSS services are authorized under domestic services.

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### Things to consider for all:

- What is consumer able to do (Functional Index (FI) ranking)? Example: consumer with a FI rank of three (3) can wash breakfast and lunch dishes and utensils, and needs provider to clean up after dinner only.
  - Types of meals, i.e. cleanup of breakfast dishes for consumer who has only toast and coffee versus consumer who has eggs and bacon.
  - How frequently meal cleanup is performed, i.e. one time per day versus three times per day?
  - How often does service need to be provided?
  - How often the provider provides services, i.e. seven days per week versus 3 days per week.
  - Availability of a dishwasher.
  - Universal precautions when indicated.
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### **More or less time may be assessed if:** *(Examples of Exceptions)*

The examples below are illustrative, and not exhaustive.

- Consumer must eat frequent meals which require additional time for preparation and clean up.
  - Consumer does not eat breakfast and eats main meal at noon with a light meal for a snack at night which does not require meal cleanup.
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RANGES		
RANK	LOW	HIGH
Rank 2	1.17	3.50
Rank 3	1.75	3.50
Rank 4	1.75	3.50
Rank 5	2.33	3.50

**ASSESSED TIME FOR TASK:** \_\_\_\_\_ **EXCEPTION(S)** \_\_\_\_ **YES** \_\_\_\_ **NO**

## AMBULATION

### Definition of the Task

Assisting a consumer with walking or moving from place to place inside the home (including into or out of bathtub or shower), to/from the front door to car; climbing or descending stairs, moving/retrieving assistive devices such as a cane, walker, or wheelchair to consumer; assisting with movement using a cane, walker, wheelchair or other assistive devices.

#### Things to consider for all:

- What consumer can do safely?
- Distance consumer must travel when moving inside house.
- Speed of ambulation.
- Barriers that impede ambulation.
- Universal precautions when indicated.

#### **More or less time may be assessed if:** *(Examples of Exceptions)*

*The examples below are illustrative, and not exhaustive.*

- Consumer lives in a very small one-room apartment.
- Consumer requires frequent help getting to and from bathroom.
- Mobility device such as wheelchair results in decreased need for assistance.
- Consumer has spasticity or locked limbs.
- Consumer lives in a large home.

RANGES		
RANK	LOW	HIGH
Rank 2	0.58	1.75
Rank 3	1.00	2.10
Rank 4	1.75	3.50
Rank 5	1.75	3.50

ASSESSED TIME FOR TASK: \_\_\_\_\_ EXCEPTION(S) \_\_\_\_YES \_\_\_\_NO

## BATHING AND GROOMING

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### Definition of the Task

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**Bathing (Bath/Shower)** includes cleaning the body in a bathtub, shower, or sponge bath. Includes getting a basin of water, supplies (and putting them away), managing faucets (turning on/off and adjusting water temperature), getting in and out of a tub or shower, reaching the head and body parts for washing, rinsing and drying, applying lotion/powder to maintain healthy skin, applying deodorant, and washing/drying hands.

**Grooming** includes hair combing and brushing; hair trimming when consumer cannot get to barber; shampooing, applying conditioner, and drying hair; oral hygiene (applying toothpaste, brushing teeth, dentures, flossing); shaving and fingernail and toe nail care (in some instances toe nail care is evaluated as a paramedical service), and washing/drying hands.

**Note:** Getting to and from the bathroom is evaluated as mobility inside and is assessed as Ambulation.

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**Things to consider for all:**

- What the consumer can do safely without help.
- Number of times a consumer may need a bath.
- Number of times a consumer takes a bath.
- Does the consumer require assistance in or out of tub or shower?
- Does the consumer need supplies handed to him/her?
- Does the consumer require assistance washing body?
- Does the provider need to walk away and come back to the bathroom?
- Does the consumer require help with drying body?
- Does the consumer require lotion and/or powder after bathing?
- Does the consumer shower in a wheelchair that would require drying after shower is completed?
- Is the consumer's hair shampooed separately from bath or shower?
- Universal precautions when indicated.

**Note:** Time for bathing does not include the time a provider is standing by while a consumer bathes himself/herself unless there is a reason why the provider needs to be physically present.

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## BATHING AND GROOMING – CONTINUED

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**More or less time may be assessed if:** *(Examples of Exceptions)*

The examples below are illustrative, and not exhaustive.

- Constant presence of provider required.
  - Weight of the consumer.
  - Consumer has spasticity or locked limbs.
  - Roll-in shower available in home.
  - Layout of bathroom.
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RANGES		
RANK	LOW	HIGH
Rank 2	0.50	1.92
Rank 3	1.27	3.15
Rank 4	2.35	4.08
Rank 5	3.00	5.10

ASSESSED TIME FOR TASK: \_\_\_\_\_ EXCEPTION(S) \_\_\_\_YES \_\_\_\_NO

## ROUTINE BED BATHS

### Definition of the Task

Obtaining water/supplies, cleaning basin or other materials used for bed baths, and putting them away after bed bath; washing, rinsing; drying body and applying lotion or powder; and washing/drying hands before and after bathing.

**Note:** This does not include sponge baths as this task is assessed as Bathing and Grooming.

#### Things to consider for all:

- Is the consumer prevented from bathing in the tub/shower?
- Are bed baths needed in addition to baths in tub/shower?
- Universal precautions when indicated.

#### More or less time may be assessed if: *(Examples of Exceptions)*

*The examples below are illustrative, and not exhaustive.*

- Consumer is confined to bed and sweats requiring frequent bed baths.
- Consumer is unable to cooperate with process.
- Consumer has locked limbs or spasticity.

RANGES		
RANK	LOW	HIGH
Rank 2	0.50	1.75
Rank 3	1.00	2.33
Rank 4	1.17	3.50
Rank 5	1.75	3.50

ASSESSED TIME FOR TASK: \_\_\_\_\_ EXCEPTION(S) \_\_\_\_YES \_\_\_\_NO

## DRESSING

### Definition of the Task

Putting on/taking off, fastening/unfastening, buttoning/unbuttoning, zipping/unzipping, and tying/untying of garments and undergarments; changing soiled clothing, bringing assistive tools to consumer for independent dressing, and washing/drying hands.

### Things to consider for all:

- What can the consumer can do safely?
- What type of clothing does the consumer wear?
- Would consumer prefer other types of clothing?
- How consumer gets dressed when provider not available.
- Weather conditions.
- Universal precautions when indicated.

### More or less time may be assessed if: *(Examples of Exceptions)*

The examples below are illustrative, and not exhaustive.

- The consumer frequently leaves his/her home.
- The consumer soils clothing requiring frequent changes of clothing.
- The consumer has spasticity or locked limbs.

RANGES		
RANK	LOW	HIGH
Rank 2	0.56	1.20
Rank 3	1.00	1.86
Rank 4	1.50	2.33
Rank 5	1.90	3.50

ASSESSED TIME FOR TASK: \_\_\_\_\_ EXCEPTION(S) \_\_\_\_YES \_\_\_\_NO

## BOWEL AND BLADDER CARE

### Definition of the Task

Assisting a consumer on and off toilet or commode; putting on/taking off disposable gloves; wiping and cleaning consumer including the use of toilet paper or other cleaning material; emptying commode; managing clothing and positioning for diaper change; assisting with using, emptying, and cleaning bedpans and bedside commodes, ostomy and/or catheter receptacles, and urinals; application of diapers and disposable barrier pads; and washing/drying both consumer's and provider's hands.

**Note:** This does not include insertion of enemas, catheter, suppositories, digital stimulation as part of a bowel program or colostomy irrigation as these are assessed as paramedical services.

### Things to consider for all:

- What can the consumer do safely?
- Does the consumer have condition which results in frequent urination and/or bowel movements?
- Are there assistive devices (such as elevated toilet seats or Hoyer lifts) available which may result in decreased and/or increased need for assistance?
- Universal precautions when indicated.

### More or less time may be assessed if: *(Examples of Exceptions)*

The examples below are illustrative, and not exhaustive.

- Frequent urination or bowel movements.
- Frequent bowel and/or bladder accidents.
- Consumer has only occasional bowel or bladder accidents which requires assistance.

RANGES		
RANK	LOW	HIGH
Rank 2	0.58	2.00
Rank 3	1.17	3.33
Rank 4	2.91	5.83
Rank 5	4.08	8.00

**ASSESSED TIME FOR TASK:** \_\_\_\_\_ **EXCEPTION(S)** \_\_\_\_ **YES** \_\_\_\_ **NO**

## MENSTRUAL CARE

### Definition of the Task

Menstrual care includes the external application of a sanitary napkin, positioning of the consumer in bed/toilet for sanitary napkin change, using and/or disposing of barrier pads, managing clothing, wiping and cleaning of the consumer including the use of toilet paper and other cleaning materials, wiping off blood from toilet seat, and washing/drying hands.

**Note:** Consideration should also be given when assessing the need for menstrual care, appropriate questions should be asked to determine whether additional time should be assessed for other tasks such as laundry, dressing, domestic (linen changes). Also to be considered is whether additional time is needed for bathing, sponge baths, etc.

### Things to consider for all:

- What can the consumer do safely?
- Does the consumer have a menstrual cycle?
- How long does the cycle last?
- Does the consumer wear diapers? If so, extra time for menstrual care will not be necessary.
- Are there medical issues that necessitate additional time?
- Additional cleanup necessary which is not included in other tasks
- Universal precautions when indicated.

### More or less time may be assessed if: *(Examples of Exceptions)*

The examples below are illustrative, and not exhaustive.

- Consumer is not compliant or cooperative.
- Consumer has spasticity or locked limbs.

RANGE		
*RANK	LOW	HIGH
	0.28	0.80

**\*Please Note: Functional ranking does not apply for this task.**

**ASSESSED TIME FOR TASK:** \_\_\_\_\_ **EXCEPTION(S)** \_\_\_\_ **YES** \_\_\_\_ **NO**



## MOVING IN AND OUT OF BED (TRANSFER)

### Definition of the Task

Assisting in transfer to/or from bed, chair, or couch to a wheelchair, or walker, or other assistive device, or to a standing position.

#### Things to consider for all:

- What the consumer can do safely?
- Amount of assistance required.
- Availability of equipment such as Hoyer Lift
- Universal precautions when indicated.

#### More or less time may be assessed if: *(Examples of Exceptions)*

The examples below are illustrative, and not exhaustive.

- The consumer gets in and out of bed frequently during the day or night for naps or to use bathroom.
- Weight of consumer.
- The consumer is large and/or has very weak bones which require the consumer to be transferred carefully and slowly, more than an average person with a disability.

RANGES		
RANK	LOW	HIGH
Rank 2	0.50	1.17
Rank 3	0.58	1.40
Rank 4	1.10	2.33
Rank 5	1.17	3.50

ASSESSED TIME FOR TASK: \_\_\_\_\_ EXCEPTION(S) \_\_\_\_YES \_\_\_\_NO

## FEEDING

### Definition of the Task

Feeding, hydration assistance including reaching for, picking up, grasping utensil and cup; getting food on utensil, bring food, utensil, and cup to mouth; chewing, swallowing food and liquids, manipulating food on plate. Cleaning consumer's face and hands as necessary following a meal; and washing/drying hands before and after feeding.

**Note:** This does not include cutting food into bite-sized pieces or puréeing food as these are assessed as part of meal preparation.

#### Things to consider for all:

- What can the consumer do safely?
- Length of time it takes consumer to eat meals.
- Type of food consumed.
- Frequency of meals/liquids.
- Universal precautions when indicated.

#### **More or less time may be assessed if: *(Examples of Exceptions)***

The examples below are illustrative, and not exhaustive.

- Constant presence of provider required due to danger of choking or other medical issues.
- If mentally impaired, consumer may require prompting and/or feeding.
- Frequent meals required.
- Consumer prefers to eat foods that he/she can manage without assistance.
- Consumer must eat in bed.
- Food must be placed in consumer's mouth a special way because the consumer has difficulty swallowing or for other reasons.

RANGES		
RANK	LOW	HIGH
Rank 2	0.70	2.30
Rank 3	1.17	3.50
Rank 4	3.50	7.00
Rank 5	5.25	9.33

ASSESSED TIME FOR TASK: \_\_\_\_\_EXCEPTION(S) \_\_\_\_YES \_\_\_\_NO

## RUBBING SKIN/REPOSITIONING

### Definition of the Task

**Rubbing Skin:** Rubbing skin to promote circulation and washing/drying hands.

**Repositioning:** Turning in bed and other types of repositioning. Transferring (assisting) on and off seats, wheelchairs, or into and out of vehicles.

**Note:** Also includes range of motion exercises which meet the criteria of MPP 30-757(g). The range below applies to rubbing skin and repositioning only. The time necessary for range of motion exercises should be assessed independently and added to the time assessed for rubbing skin and repositioning.

#### Things to consider for all:

- Is movement while seated or in bed limited?
- Length of time consumer is in seated position or in bed?
- Is there a history of circulatory problems?
- Is the consumer able to reposition in bed or in a seat?
- Universal precautions when indicated.

#### More or less time may be assessed if: *(Examples of Exceptions)*

The examples below are illustrative, and not exhaustive.

- Consumer is paraplegic or quadriplegic, has had a stroke or is confined to bed.
- Consumer has spasticity or locked limbs.

RANGE		
*RANK	LOW	HIGH
	0.75	2.80

**\*Please Note:** Functional ranking does not apply for this task.

ASSESSED TIME FOR TASK: \_\_\_\_\_ EXCEPTION(S) \_\_\_\_YES \_\_\_\_NO

## CARE AND ASSISTANCE WITH PROSTHESIS

### Definition of the Task

Assistance with taking off, putting on, maintaining, and cleaning prosthesis, braces, corsets, elastic stockings/garments, vision and hearing aids, and washing/drying hands.

Also includes assistance with the self-administration of medications includes reminding the consumer to take prescribed and/or over-the-counter medications when they are to be taken, setting up Medi-sets and distributing medications.

### Things to consider for all:

- Consumer's ability to manage medications and/or prosthesis independently and safely.
- Number of medications prescribed.
- Does the consumer need tablets crushed or require special preparation to distribute medications i.e., cutting tablets?
- Does the consumer have cognitive difficulties which contribute to need for assistance with medications and/or prosthesis?
- Universal precautions when indicated.

### More or less time may be assessed if: *(Examples of Exceptions)*

*The examples below are illustrative, and not exhaustive.*

- Consumer takes multiple medications
- Pharmacy sets up medications for consumer.
- Consumer's household make-up (i.e., requiring childproof caps that the consumer cannot open).
- Consumer has multiple prosthetic devices.

RANGE		
*RANK	LOW	HIGH
	0.47	1.12

**\*Please Note: Functional ranking does not apply for this task.**

ASSESSED TIME FOR TASK: \_\_\_\_\_EXCEPTION(S) \_\_\_\_YES \_\_\_\_NO